

SEP 10 2010

by City Manager's Office
*Memorandum***TO:** HONORABLE MAYOR AND
CITY COUNCIL**FROM:** Hans F. Larsen**SUBJECT: MANAGING THE SERVICE IMPACTS
TO THE TRAFFIC CALMING PROGRAM****DATE:** September 9, 2010

Approved

Date

9/10/10

INFORMATION

As a result of necessary budget balancing, the 2010-11 Budget included a significant resource reduction to the Citywide Traffic Calming Program and the associated services. The program is administered by the Department of Transportation's Neighborhood Traffic Management (NTM) Team. The purpose of this memorandum is to provide the City Council with information on the specific service reductions and changes due to reduced staff resources, and to describe outreach efforts with stakeholders to assist in understanding the service priorities on a go forward basis. The Department has worked diligently through this transition to maintain the most important services that ultimately will have the highest impact on safety and neighborhood quality of life.

Past Neighborhood Traffic Management Staffing and Services

The NTM Team was previously comprised of 20 full time positions and one (1) part-time permanent position. Typically, on an annual basis, the NTM Team has responded to approximately 1,500 traffic and pedestrian concerns and service requests. In addition, the Team is responsible to perform State mandated speed surveys to enable enforcement of speed limits, and other safety related tasks, such as collision review and the resulting actions to reduce their incidence in the future. Through the City's coordinated engineering, education and enforcement efforts, injury related crashes have declined for two decades in San Jose resulting in one of the best traffic safety records in the nation. Staff is working diligently to maintain that record.

Remaining Staffing and Priority Services

Based on the 2010-11 Budget, the NTM Team has 11.5 authorized positions, a reduction of nine positions for this fiscal year. With the reduced staffing level, the Team is focusing its efforts on:

- Core safety services
- Mandated Speed Surveys to allow for speed limit enforcement
- Review of private development proposals to mitigate future traffic impacts

The specific priority services include the following:

- *School Safety* – analysis of traffic circulation and parking in school zones, and limited crossing guard studies.
- *Pedestrian Safety* – crosswalk studies and bus stop investigations.
- *Safety Education* – elementary and middle school traffic, bicycle and pedestrian safety education services in the classroom. Neighborhood safety education informational meetings.
- *Disabled Parking* – respond to requests for on-street disabled parking accommodations.
- *Intersection/Driveway Safety* – stop studies and review of visibility constraints.
- *Crash Analysis* – analysis of collision reports from the Police Department to determine trends and to address location specific concerns to reduce the incidence of collisions
- *Speed Surveys* – State mandated engineering surveys to support posted speed limits, allowing the use of radar enforcement by the Police Department.
- *Annexation* – traffic safety reviews of annexed County neighborhoods to ensure that basic traffic safety standards are in place.
- *Private Development and CIP Traffic Review* – review private development plans and capital project plans to provide recommendations as needed to mitigate future traffic issues.
- *Support Services* – media and public inquiries, Traffic Appeals Commission, parking compliance concerns, and residential permit parking administration support.

Reduced/Eliminated Neighborhood Traffic Management Staffing and Services

With the elimination of nine (9) positions, the following services will no longer be available, or will be provided only on a limited basis depending upon the circumstances of specific requests:

- *Analysis of Speeding Concerns* – requestor will be referred to the Traffic Enforcement Unit (TEU) website to request speed enforcement services directly from the Police Department.
- *Radar Trailer Deployment* – requestor will be referred to the TEU website to request services. TEU deploys six trailers in their School and Neighborhood Enforcement zones. Ten of DOT's parking compliance vehicles have rear mounted speed display monitors for use in school areas.
- *Excessive Traffic* – studies of cut-through and/or truck traffic will not occur.
- *Neighborhood Parking Intrusion* – studies for new or expanded residential permit parking zones or other restricted/special parking zones will not occur.
- *Parking & Other Studies* – studies for restricting vehicle sales, dumping and other quality of life issues will not occur. Limited ability to conduct studies pertaining to oversized vehicles, time restricted zones, commercial and passenger loading zones.
- *Analysis of Faded Signs/Markings* – the request will be referred to DOT's Infrastructure Maintenance Division as a corrective maintenance service request only.

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- *Community Meetings* – limited ability to attend community meetings. NTM staff will work with City Council offices to assess when it would be appropriate and beneficial to have engineering staff present at any given meeting.
- *School Pedestrian Safety Committee (SPSC)* – support to this committee will be limited. DOT and the PD School Safety Team will work with the SPSC to implement streamlined reports and modified agendas to make the review of Adult School Crossing Guard placements more efficient.
- *New SNI Projects* – limited ability to implement potential future projects in SNI neighborhoods. DOT is working with SNI staff to identify alternate options based on the specifics of individual projects.
- *Basic Traffic Calming Project Logs* – customized monthly reports by City Council district will no longer be prepared. NTM staff will keep each council office apprised on the status of specific concerns forwarded by individual Council Offices.

In addition to the reductions in the number of staff, about 25% (3 of 11) of those that remain are new to this particular program due to their placement based upon the civil service seniority rules. The new staff is currently engaged in necessary training, and that training time coupled with the reduced number of staff, is expected to result in a drop in the number of basic service requests completed within the target of 35 days to a record low of 30%.

Outreach Efforts to Provide Information on the Service Changes

DOT is undertaking the following outreach efforts to update internal and external stakeholders of the changes to the Traffic Calming Program:

- Communication has occurred or been initiated with various internal stakeholders, such as the Police Department, Planning, Building and Code Enforcement, Parks, Recreation and Neighborhood Services, the Redevelopment Agency, and the Call Center regarding the impacts and changes to programs and services.
- **A meeting has been scheduled for September 16, 2010 for City Council Office staff.** DOT staff will discuss changes to the program, answer questions, and provide guidance on how City Council staff might handle requests and questions from the public. It is important that every Council Office send at least one staff member to this meeting. Additional members are welcome if multiple Council staff respond to constituent traffic concerns. Electronic outlook meeting requests have been sent to the Chief of Staff for each Office.

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- Easy to use reference information on the changes is being updated on the Department of Transportation's website explaining the priority services that are still provided. An easy reference informational flyer is attached to this memorandum that describes the priority services and the contacts for these services and other related services. This flyer is available for use and/or distribution by staff that frequently interact with the public.

/s/

HANS F. LARSEN

Acting Director of Transportation

For questions please contact Laura Wells, Deputy Director of Transportation and Parking Operations at 975-3725.

Attachment

Traffic Calming Program Services

The Citywide Traffic Calming program is administered by the Neighborhood Traffic Management (NTM) Team in the Department of Transportation (DOT). With the adoption of the FY2010-11 Budget, the Traffic Calming program was significantly impacted with the elimination of 9 positions. Following are the core services that will continue to be provided by the NTM team with the remaining available resources:

Traffic Engineering Services by NTM

The NTM Team will focus on the following core safety studies or those mandated by the State, and activities supporting future development:

- *School Safety* – analysis of traffic circulation and parking in school zones, and limited crossing guard studies.
- *Pedestrian Safety* – crosswalk studies and bus stop investigations.
- *Safety Education* – elementary and middle school traffic, bicycle and pedestrian safety education services in the classroom. Neighborhood safety education informational meetings.
- *Disabled Parking* – respond to requests for on-street disabled parking accommodations.
- *Intersection/Driveway Safety* – stop studies and review of visibility constraints.
- *Crash Analysis* – analysis of collision reports from the Police Department to determine trends and to address location specific concerns to reduce the incidence of collisions
- *Speed Surveys* – State mandated engineering surveys to support posted speed limits, allowing the use of radar enforcement by the Police Department.
- *Annexation* – traffic safety reviews of annexed County neighborhoods to ensure that basic traffic safety standards are in place.
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Neighborhood Traffic Safety Frequently Requested Concerns

Enforcement

- ▶ Speeding and other moving violations
SJPD Traffic Enforcement Unit
www.sjpd.org/TEU/
408-277-4341
- ▶ Parking Enforcement
DOT Parking Compliance Unit
e-mail: parking.compliance@sanjoseca.gov
408-534-2900
- ▶ Abandoned Vehicles
DOT Parking Compliance Unit
www.sanjoseca.gov/transportation/vehicle_abatement.htm
408-277-5305

Education

- ▶ Traffic Safety Presentations
DOT *Street Smarts* Program
www.getstreetsmarts.org
408-975-3238

Engineering

- ▶ Traffic Safety
DOT Neighborhood Traffic Program
e-mail: traffic.safety@sanjoseca.gov
408-535-3850
- ▶ Signal Timing
DOT Signal Operations
e-mail: traffic.signals@sanjoseca.gov
408-975-3700

Maintenance

- ▶ Faded Signs & Markings,
Street Sweeping, Streetlight Repair,
Damaged sidewalk, Potholes,
Malfunctioning Signal
DOT Infrastructure Maintenance
e-mail: dispatch.streets@sanjoseca.gov
408-277-4373